

# HOW TO

## Manage Hardware Relationships

Audience: Hardware CI Owners, Application CI Owners

This guide explains the steps necessary to add, remove, and change a hardware relationship to an application in the ServiceNow CMDB.

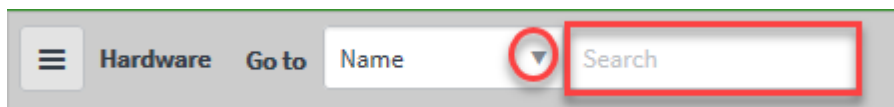
A relationship in the CMDB consists of two CIs (Parent and Child) and a relationship type. We consider the application to be a Child to the hardware Parent (typically a server) on which it runs.



### How to Add an Application Relationship to Hardware

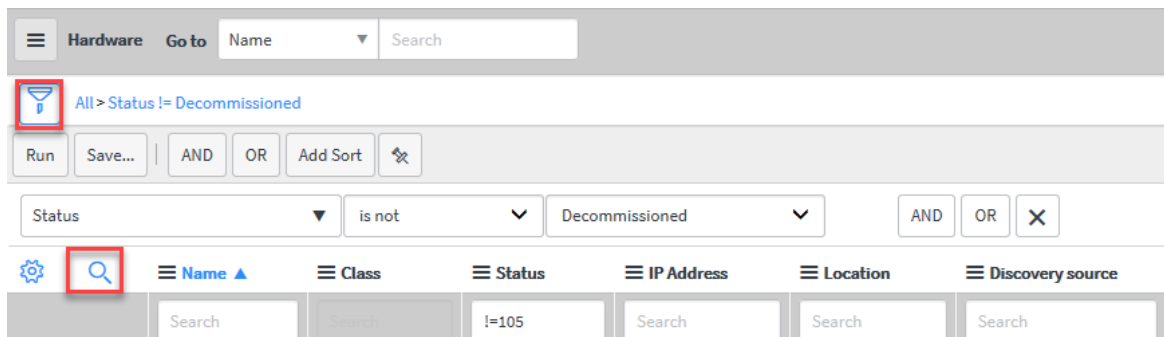
1. Search for the hardware you need within the *All Hardware* list view or within one of the specific hardware class or subclass list views.
2. Open the hardware CI record from the search results.

If you don't see the hardware you need in the initial search results, you can:

- Search by Name or other criteria using the **Go to** dropdown menu.



- Refine the search conditions within the filter (  ).
- Search by specific fields displayed in the list view by selecting the **Show Column** and **Search Row** icon (  ) to reveal the filter boxes per column.



- On the opened hardware record, scroll down to the *Related Items* section header, and click the **+** icon to open the Relationship Editor.

Windows Server - BDWSQL50B

Configuration

OS Exception		RAM (GB)	32,768
Operating System	Windows 2012 R2 Standard	CPU manufacturer	GenuineIntel
OS Version	6.3.9600	CPU type	GenuineIntel
OS Service Pack		CPU speed (MHz)	2,001
DNS Domain	CHILDRENS.SEA.KIDS	CPU count	1
Disk space (GB)	2,768	CPU core count	8

Related Items

Search for CI

Hosts - Windows Cluster Nodes

- BDWSQL50B
- PDWSQL50B

- In the Relationship Editor, choose **Runs (Child) . . .** as the Relationship Type.

☒ Use suggested relationships

Suggested relationship types

- \* Powered by (Child)...
- \* Rack contains (Child)...
- \* Receives data from (Parent)...
- \* **Runs (Child)...**
- \* Runs on (Parent)...
- \* Used by (Child)...

☐ Hide CI relationships

☐ Hide user relationships

☐ Hide group relationships

The *Filter* section refreshes to the default criteria for this hardware and relationship type.

The two conditions most useful to find all active applications are *Status is not Decommissioned* AND *Class is Applications (plural)*.

Filter

All of these conditions must be met

Status	is not	Decommissioned	AND	OR	X
Class	is	Applications	AND	OR	X

Run filter

In the *Configuration Items* section (below the *Filter* section) find all the application records that meet the filter conditions.

5. If you don't see the application you need, you can:
  - Add one or more conditions to the filter, and click the **Run filter** button.
  - Search by displayed fields in the *Configuration Items* section by selecting the **Show Column and Search Row** icon (🔍) (circled in screenshot below).
6. In the *Configuration Items* section, click the checkbox to the left of the application you want to associate with your hardware.
7. On the *Relationships* section header (below the *Configuration Items*), click the **+** icon on the right side.

**Configuration Items**

	Name ▲	Class	Status(install_status)	IP Address	Location	Updated	Updated by
	SQL	Search	Search	Search	Search	Search	Search
<input checked="" type="checkbox"/>	SQL Server	Applications	Installed			2018-03-02 08:46	kharr8
<input type="checkbox"/>	SQL Server 2008	Applications	Installed			2018-04-20 13:41	ahart1
<input type="checkbox"/>	SQL Server 2014	Applications	Installed			2018-03-02 08:39	kharr8
<input type="checkbox"/>	SQL Server 2016	Applications	Implementing			2018-03-02 09:15	kharr8
<input type="checkbox"/>	SQL Server Diagnostic Manager	Applications	Installed			2018-03-02 09:50	kharr8
<input type="checkbox"/>	SQL Server Management Studio	Applications	Installed			2018-03-02 09:51	kharr8

Relationships + 🗑️ ?

The *Relationships* section now displays the new application relationship.

8. Click **Save**, or **Save and Exit** to return to the main hardware form.

**Relationships** + 🗑️ ?

Type	Parent	Child
<input type="checkbox"/> Runs on::Runs	SQL Server	BDWSQL50B
<input type="checkbox"/> Runs on::Runs	Microsoft SQL Server@BDWSQL50B	BDWSQL50B
<input type="checkbox"/> Runs on::Runs	CMR42	BDWSQL50B
<input type="checkbox"/> Hosted on::Hosts	PDWSQL50B	BDWSQL50B
<input type="checkbox"/> Hosted on::Hosts	BDWSQL50B	BDWSQL50B
<input type="checkbox"/> IP Connection::IP Connection	BDWSQL50B	QUI_DR_1-2_5K_COREA
<input type="checkbox"/> IP Connection::IP Connection	BDWSQL50B	QUI_DR_1-10_5K_COREB
<input type="checkbox"/> IP Connection::IP Connection	BDWSQL50B	QUI_DR_1-10_5K_COREB
<input type="checkbox"/> IP Connection::IP Connection	BDWSQL50B	QUI_DR_1-10_5K_COREB
<input type="checkbox"/> IP Connection::IP Connection	BDWSQL50B	QUI_DR_1-10_5K_COREB

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Cancel Save Save and Exit

**(!) Caution:** If you don't save and then return to the main form by clicking the **Back** arrow at the top of the Relationship Editor, the relationship changes will **not** be saved.

On the main hardware form, the relationship you just added displays in the *Runs . . .* section of the **Related Items** tab.

To quickly see relationships grouped by type, select the *Tree View* from the Settings Wheel.

## How to Remove an Application Relationship to Hardware

1. On the hardware CI form, scroll down to the *Related Items* section header, and click the **+** icon to open the Relationship Editor.
2. Select **Runs (Child) . . .** as the Relationship Type.
3. In the *Relationships* section at the bottom of the Relationship Editor, select the checkbox to the left of the application relationship you want to remove.
4. On the right side of the *Relationships* section header, click the trashcan **Delete** icon.

The application relationship disappears from the Relationships list.

5. Click **Save** to save your deletion. If you made a mistake, click **Cancel**.

## How to Change an Application Relationship to Hardware

To change the relationship showing which application runs on this hardware, you must delete the existing relationship and then create a new one.

1. Follow the [How to Remove an Application Relationship to Hardware](#) directions to remove the existing relationship.
2. Follow the [How to Add an Application Relationship to Hardware](#) directions to add the new relationship.